

# CONNESTON CHRONICLES

VOLUME II, 2016

## Merrimack County Savings Bank Corporate Office Renovations Completed

By: Jeff Downing

Renovation work is challenging, but when you add the need to work around an operating business, the job becomes much more difficult. When that business is located in downtown Concord, with practically no room for stored materials or a staging area for construction, the level of difficulty increases. When that business is a bank and security concerns need to be constantly addressed during construction, the project might seem impossible to most people to plan, organize and complete. This is the task CCI faced at the corporate office renovation for Merrimack County Savings Bank (MCSB) in Concord.

Working closely with Warrenstreet Architects, the Element Group and Merrimack County Savings Bank, CCI developed a three phase construction plan over five months to complete the 10,000 square foot renovation. The scope of the project included select demolition, new office layouts, moving the teller line, new millwork, finishes along with mechanical, electrical, fire alarm and sprinkler systems.

The project was on time and under budget and was a complete success. This success was achieved through teamwork, planning and great communication. The end result is fabulous, but like anything worthwhile, there was pain and sacrifice involved. CCI superintendent, John McAuliffe, and MCSB



facilities manager, Tom Cimikoski, worked many nights and weekends with a great team of subcontractors. Mike Nolan of MCSB worked closely with the construction team coordinating security and fire alarm improvements.

CCI project manager, Mark Bolstridge, and NH Mutual Bancorp Vice President of Facilities/CRA Officer, Alison Whynot, monitored progress and schedule milestones. Linda Lorden, MCSB Senior Vice President, Sr. Sales and Service Manager, kept both the staff and customers happy and focused on the end result.

Jonathan Halle of Warrenstreet Architects was personally on hand to help solve field problems and Caleigh Pollard of the Element Group, combined with Tish Lewis of Warrenstreet Architects made the vision become a reality on the interior design side of the job.

This major renovation project was completed as planned thanks to everyone on the team and the end result was better than expected. As we took down temporary construction walls phase



by phase, it was like unwrapping a very special present. The end result is a state-of-the-art facility that everyone can be proud of, that will serve Merrimack County Savings Bank for many years to come.



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## Bald Peak Colony Club Kitchen Drainage

By: Mark Bolstridge

Here at CCI the motto of client service is more than just a saying.

This past March, Chris Wyles of Bald Peak Colony Club had an issue concerning their kitchen drainage. They were in the process of redoing their leach fields and realized that their kitchen, which dates back to the 1920's, needed new drainage. This doesn't sound too bad until you consider that the kitchen would reopen for the golf season in a few weeks.

Once all the preliminary details were worked out, Bald Peak's crew removed the kitchen equipment and we started. The work entailed saw cutting and removing the concrete slab (by hand), trenching (by hand), for the new lines and then trying to match decade's old floor tiles. CCI superintendent, Dan Baggaley, along with CCI employees James Robinson, Brandon L'Heureux, Gerard Rhude and Sam Baggaley had the pleasure of using picks and shovels for over a week, preparing the

area for the plumber to do his work.

Matching the tiles presented a challenge, but we were able to find some from a plant in South Carolina. Once the tiles were installed and the kitchen cleaned, Bald Peak's crew were able to reinstall the kitchen equipment in time for their opening.

Bald Peak Colony Club has been a valued client of CCI for many years and CCI was happy to assist them in getting their kitchen up and running for the season. 



### From the President's Desk



#### *Young Guns and the Future of CCI*

By: Jeff Downing

You always hear about the grizzled veterans, the people with 25-plus years of construction experience, who have been with CCI forever. These are the people we built the company around and who play the major leadership roles in all our projects.

Everyone says there are no more good young people coming into the industry. The kids now a days want to get flashy jobs in the tech industry, so they can wear their pajamas to work and play on their smart phones all day. For the most part, this might be true, but CCI has some great younger people who have decided to make their career here and I would like to take the time to introduce them to you.

Sam Baggaley is the son of CCI superintendent, Dan Baggaley. He is a recent graduate of Keene State College with a degree in Occupational Health and Safety. He is playing a key role on the CCI Safety Committee, where he is joined by Jake Neal and Zack Mattice, two other young men who are carpenters at CCI. Jake and Zack have both volunteered to take a leadership role in our safety program by leading on-site tool box talks about safety issues.

James Robinson joined CCI last spring and is no longer the new guy on the totem pole. He also has a four year degree in business and has worked construction for a number of years in the family business.

Brandon L'Heureux is the son of CCI superintendent, Mark L'Heureux. He graduated from New Hampton School and has worked in the construction business ever since, as well as growing up in the industry. Brandon has become a skilled carpenter and is looking forward to more opportunity as CCI continues to grow.

Jarek Caldwell joined CCI after a stint in the Airforce where he was trained as an airplane technician. He first started with CCI as a laborer, but didn't stay in that position for long. With his enthusiasm and skilled hands, Jarek has rapidly climbed the ladder and his respect for authority has earned him the nickname "Sir."

Damien Patten holds an Associate Degree in Building Construction and also started with CCI as a laborer many years ago. He has been with CCI the longest and has achieved the most, becoming one of our best and most demanded carpenters. Damien also is looking to continue to move up the ladder and hopes to be a project superintendent when the opportunity presents itself.

Gerard Rhude also grew up in the construction business working with his father, who has been a subcontractor on a number of CCI projects. Gerard is developing into a skilled carpenter of his own right and has a "get it done" attitude that everyone at CCI respects.

I'm optimistic about CCI's future with such a good group of younger team members, especially given the depth of experienced people we have to teach and train them. CCI will be initiating in-house classes on supervision, project management, job cost, scheduling and estimating this year in order to provide continuing education for our staff. We understand the importance of succession planning and want to prepare the next generation at CCI for management responsibilities in our company and our industry. This is one of the long term goals in our Five Year Business Plan and something I personally look forward to in my job as president.

## Merrimack County Savings Bank Company Profile

By: Diana Johnson, Merrimack County Savings Bank

Merrimack County Savings Bank (The Merrimack), founded in 1867, is an independent community bank serving organizations, individuals and families throughout New Hampshire, including eight full service offices in Concord, Bow, Contoocook, Hooksett and Nashua. As an ethical provider of high quality financial services, The Merrimack maintains prudent stewardship of its resources, while preserving long-term financial stability and fostering the economic health and well-being of the communities it serves.

The Bank's early history is closely linked with the growth and development of Concord. The Merrimack began business on the second floor of a building located on the north side of School Street which



was also occupied by Minot and Company, Bankers, and later became the Mechanicks National Bank. In 1899, the two banks moved to the Board of Trade Building at the northwest corner of School and Main Streets sharing a lobby on the first floor of that building. In 1952, The Merrimack moved into the remodeled Columbian block immediately to the north of the Board of Trade Building. Eventually, as the bank grew and its space needs multiplied, it repurchased the Board of Trade Building and the current headquarters and main office occupy the space that was once the two buildings.

The Merrimack is known for its commitment to a mutual form of ownership. Unlike publicly-listed banks, mutual banks do not sell publically available shares. This means there is no pressure to maximize profits for shareholders, and it allows for longer term planning and an ability to remain focused on community, customers and employees. The Bank acquired Bow Mills Bank & Trust in 2007. In 2013, The Merrimack formed a formal alliance with Meredith Village Savings Bank (MVSb) under New Hampshire Mutual Bancorp (NHMB), the first relationship of its kind in New



Hampshire. MillRiver Wealth Management joined as a third subsidiary of NHMB in 2015, combining the financial advisory divisions of MVSb and The Merrimack.

The Merrimack has a long tradition of community support which is reflected by contributions of funds and volunteer hours to countless worthy causes over the years. Additionally, in 1997 the bank created the Merrimack County Savings Bank Foundation with an initial endowment of \$1,000,000. The foundation trustees administer grants to a number of non-profit organizations each year.

Local decision making and personal service, combined with up-to-date products and delivery channels, meet the lending, checking and savings needs of thousands of businesses, families, individuals, non-profits and municipalities every day. 

## New Hampton School Rink Tour

By: James DeBenedictis

My name is James DeBenedictis and I am eight years old and in the second grade at Sant Bani School in Sanbornton. In February, I had to do a project on something that I am interested in to present at school.

I live at New Hampton School where my mom and dad work. At New Hampton they are making a new hockey rink and I am a hockey player. I decided for my project that I would study hockey rinks and make a model of the rink.



To learn how to make a hockey rink I first visited the construction site and spoke to Jeff Downing who owns CCI. He gave me an awesome tour and told me a lot about the rink. The project will cost \$8 million and take more than a year to build. A lot of planning went into this building and many people have worked on the rink to complete it. The building is constructed of steel and cement. Jeff taught me about how they keep the ice in the rink and how they balance the temperatures to make sure it doesn't melt. He told me that they need to install a special dehumidification system to make sure that fog does not form inside the rink. The tour was awesome and Jeff was very nice. He gave me some really cool gear from CCI including a hard-hat, neon vest, hat and water bottle.

After my tour, my parents helped me buy the materials to build my own smaller rink like the one CCI is building. I helped my mom measure out the plan for the model. My dad helped me cut and glue the pieces

together. Then we painted things to look like the New Hampton School rink. I then had to present my project in front of a large group of students and teachers at my school. We also had an event at school for all the parents to come and see the projects we did.

During my project I learned that it takes a lot of effort to build a hockey rink. Even a small one. 



## The New Woodshed Restaurant Opens

By: Ross Currier

In November of 2013, one of the Lakes Region's most iconic restaurants burned to the ground; some feared they may never dine there again. Soon after, Arnold Haynes and his son-in-law, Steve Bradley, came up with an idea that would eliminate any of those fears – they would rebuild the restaurant.

That idea became a reality in May of this year when Arnold and Steve officially opened the doors to The New Woodshed. The new restaurant has a lot of the same char-



Soon we were seated in the dining room under the cavernous frame of the restored barn which was decorated with numerous antiques, lit by the warm lighting of the space. Everyone eagerly anticipated the culinary delights we would soon enjoy, but before that, Arnold and Steve got up to say a few words of thanks to everyone for helping them turn their dream into a reality.



acter of the old facility, including a restored 1800's barn, cozy lounge and New England farmhouse architecture, but it also has its own unique personality that will undoubtedly become a favorite once again for locals and visitors alike.

Before the much anticipated public opening, Arnold and Steve, along with their general manager, Greg Branzetti hosted a pre-opening dinner party on May 4th for those that had a hand in getting them through the design and construction effort. We were treated to a sampling of their appetizer menu while enjoying cocktails and touring the new building.



## New Hampton School Jacobson Arena on Schedule

By: Jeff Downing

New Hampton School toured faculty, students and alumni through the new Jacobson Arena in early June and reported that the project will be completed in mid-November, as scheduled.

The \$7.8 million dollar project, designed by Banwell Architects, consists of 34,000 square feet of new space. Aside from the

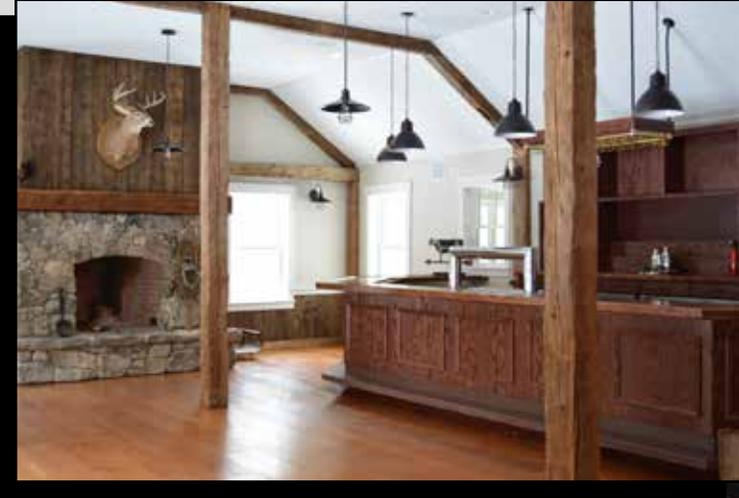
ice arena, the program includes 4,000 square feet of locker room facilities and a 2,000 square foot multi-function space, which has been designed to serve as a viewing area, function room and lobby for the facility. The arena will also have heated bleacher seating for 120 spectators, laundry facilities and a training room. A spacious, exterior covered porch will also provide seating and shelter for day student drop-off and pick-up.

CCI started the project in late fall 2015 and continued phased construction throughout the winter, until the existing



First up was an assortment from their raw bar - little neck clams, oysters on the half shell and chilled shrimp. After that we enjoyed a deliciously fresh salad and flower pot baked bread. Next, the friendly wait staff served our entrees of prime rib, filet of beef, baked salmon and other tasty items off the menu. Afterward, we were wowed and stuffed, but few could resist trying one of the many dessert selections while sipping on coffee and enjoying the last of the evening's conversation. What a dinner party it turned out to be! We were honored to be a part of it.

The official opening was on May 18th and the reviews so far



have been very favorable. With the busy summer season now in full swing, we're certain The New Woodshed will once again become an iconic dining destination for the Lakes Region. We wish Arnold, Steve and Greg all the best of luck and we sincerely thank them for choosing CCI as their contractor. 



hockey rink could be demolished and removed at the end of the hockey season in March. With the existing rink gone, the balance of the building could begin and construction continued as planned throughout the spring and summer.

At the time of this publication, the building shell has been completed and the project is weather tight. Finishes are underway and work continues on the mechanical, electrical, sprinkler and refrigeration systems. The site development is pretty well wrapped up for the start of school and the hockey specialties are scheduled to be installed this fall.

New Hampton School plans to hold their first skating event in November and the rumor is that lead donor and trustee, Dean Jacobson, may be the first person back on the ice and be asked to defend the goal for New Hampton once again. Look for this story in the next issue of the Conneston Chronicles. 



# LaValley-Middleton Building Supply – Meredith Yard Redevelopment

By: Jon Healey

In June 2015, CCI began the site work for the redevelopment of the LaValley-Middleton Building Supply Lumber Yard in Meredith, NH. The project, as detailed in a previous Conneston Chronicle article was broken out into three phases. The first phase consisted of site work and the construction of a 20,000 square foot warehouse. Phase Two consisted of the renovations and additions for a new 32,000 square foot retail store and the third phase consisted of demolition of the old retail store to make way for an additional 20,000 square feet of warehouse storage buildings.

Since the last article the new retail store opened in March 2016, almost a full two months ahead of the originally planned opening date. Since opening, LaValley staff have seen a steady increase in traffic visiting the store, mostly to make purchases, but some to marvel at the transformation from the old to the new. Phase Three was completed in mid-June, once again, ahead of our originally planned completion date by a full two months. Beating the originally planned completion date is a true testament to the work put into the project by Bill Smith, CCI superintendent, the CCI employees and the many subcontractors who worked long hours to achieve the goal. Many thanks go out to all.

I would be remiss if we did not also mention the efforts of the design team of Steven J. Smith Associates, Fisher Engineering and David Laurin. Without the direction and guidance provided by this team, this project may have been just a dream. Job well done.

Lastly, I would like to recognize Randy Hancock, Larry Huot and Harold LaValley and the entire staff at LaValley-Middleton, Meredith.

As we know in the field, construction can at times be a difficult process and change is often difficult. We in the industry sometimes take for granted how difficult construction can be for a client, especially a client who is running a business. The day-to-day disruptions and at times, organized chaos that occurs can take a toll on a person. Never once was there any indication of stress or frustration. The professionalism and ability to embrace change, along with the willingness of these folks to roll their sleeves up and jump in and help, is a sure indicator of the culture of LaValley-Middleton.

Congratulations to all and thank you for your efforts.



## Quality Awareness – Being Proactive versus Reactive

By: Jeff Downing

Quality awareness may start at the top of any organization, but it is really about creating an environment where everyone is concerned over quality and is empowered to take action if they see something wrong. We experienced several positive examples of this on the Jacobson Arena project at New Hampton School and we are proud to feature the stories.

CCI accepted delivery of insulated metal wall panels for the project valued at \$70,000. When our subcontractor, Riess Construction started to erect the panels, a tradesman noted that the male-female connection was loose and had too much play in the joint. The panel erection stopped and the issue was brought to CCI's attention so it could be addressed with the panel manufacturer. The end result was the replacement of all the panels on the project, with minimal delay to the con-

struction schedule, after negotiations and inspections. What would have happened if the Riess tradesman didn't care and just erected the panels?

On a major concrete pour, our superintendent, Mark L'Heureux, who was observing the pour, thought the mix coming out of the chute looked "soupy." He stopped the pour and asked the third party tester, who was also on site, to check the slump. The result was two trucks of concrete being rejected and turned away, resulting in a minor delay to the pour. What would have happened if this concrete had been poured into the forms?

At CCI, we feel the best way to deal with quality issues is by being proactive. Nobody likes to stop progress or go backwards on a job, but at the end of the day, dealing with quality problems is always more economical during construction instead of afterwards.

If the entire construction industry worked with the same philosophy (proactive ver-

sus reactive), we would have a better end product and put the lawyers out of business. With all due respect to the lawyers out there, construction litigation is something we want to avoid and everyone at CCI helps us achieve this goal by taking ownership of our projects. So keep up the good work in the field and keep your eyes open for quality issues! 

## Employee Profile



### James Robinson

By: Ray Breton

As long as he can remember, James has been around building and construction. From a young age

James recalls working with his dad, a residential builder from Alstead, NH, where most of his family still lives.

After graduating in 2006 from Pine Ridge High School in Williston, VT, James went on to get an Associate degree in Business Administration from New Hampshire Technical Institute. James then continued his education, earning a Bachelor degree in Business Studies, with a minor in Marketing, from Southern New Hampshire University.

James then started his own business as a carpenter/builder in Alstead, with the support of his girlfriend, Jessica. Jessica's family lives in Moultonborough, so James would visit the Lakes Region area frequently. Through Jessica's mother, an employee of New Hampton School, James was introduced to CCI, seeing first-hand the work that CCI was doing.

James contacted CCI and was hired soon after. His background and knowledge make him a perfect fit for CCI as he has entered our workforce flawlessly and enthusiastically.

When not at work James enjoys adding to his antique bottle and can collection or visiting Alstead where he likes spending time with family and friends. 

## Subcontractor Spotlight

### R&T Electric

By: Wendy Couto-Herne

R&T Electric Inc. has been providing residential and commercial electrical services to the people and businesses of the greater Concord area for 37 years. R&T Electric is a community oriented company. The professional dedication and commitment on the part of the R&T employees leads to the satisfaction of their substantial customer base.

Jon Ruggles co-founded R&T Electric in 1972 and in those years has been an active president, performing all electrical services, providing estimates, and hiring and training qualified and efficient electricians. Jon has 43 years of experience in all aspects of electrical work.

Jon is committed to his company, his employees, and his customers. He also stays very involved in the community; some of his roles include past President of the NH Electrical Contractors Association, member of the Electrical Contractors Business Association, Paul Harris Fellow at the Bow Rotary Club, board member at Merrimack County

Savings Bank, and a longtime supporter of the Concord Boys & Girls Club.

The renovations for Merrimack County Savings Bank in downtown Concord is the first project in which CCI had the pleasure to work with R&T Electric. This project was particularly challenging, as it was completed while the bank was operating and open to the public. The job superintendent, John McAuliffe, gave high accolades to R&T Electric, while working on this project. The R&T electricians were professional to work with and accommodating to the pace of the schedule. CCI would welcome any opportunity to work with R&T Electric in the future. 



## CCI Spring Fling

By: Wendy Couto-Herne

CCI gathered for the annual Spring Fling on Saturday June 4, 2016. This year's event was celebrated at Ellacoya State Park. The weather was spectacular for a



BBQ put on by CCI's own Bill Smith. Fun was had by all with many games played and even quite a few drawn to swim in the big lake with the warm weather. 



## 2016 CCI Annual Profit Sharing Party

By: Laura Larson

The annual CCI Profit Sharing Party took place on Friday, April 8, 2016 at the Belknap Mill in Laconia. A fantastic meal was provided by Contigiani's Catering Service.

This year there were five profit sharing participants with fully vested contracts. These included Bob Corliss, John McAuliffe, Shane Moorehead, Chris Parsell and Laura Larson. In addition to the bonus awards given, new profit sharing contracts were also awarded.

2016 brought in three new inductees to the CCI Profit Sharing Program. Mark Bolstridge, Jarek Caldwell and Dave Duprey were awarded profit sharing contracts by their peers.

The CCI Profit Sharing Program is CCI's highest honor for an employee to achieve.



Participants are awarded a base bonus that grows in direct proportion to an increase in equity over a five-year vesting period. Participants also receive an additional bonus at year-end based on the profitability of the company.

In order to be invited to participate in this program, an employee must work for CCI for five consecutive years or receive a nomination from an existing member supported by a two-thirds majority vote of all members in the program at the annual meeting. 

## Conneston Chronicles Contributors & Advisors

### Editor:

Laura Larson

### Layout/Production:

Tracey George

Bridge & Byron Printers

### CCI Editorial Board:

Ray Breton

Wendy Couto-Herne

Ross Currier

Jeff Downing

Jon Healey

Bryant Lehr

James Robinson

*Questions? Comments?  
Need More Information?*

*Contact Us:*

**CCI**

*P.O. Box 7546*

*Gilford, NH 03247*

*Telephone: (603) 524-3776*

*Fax: (603) 524-3681*

*Email: [info@ccinh.com](mailto:info@ccinh.com)*

*Website: [www.ccinh.com](http://www.ccinh.com)*

## PROJECTS CURRENTLY UNDERWAY

Project	Client	Superintendent	Completion Date
Plant Additions & Renovations	Titeflex Aerospace	Mark Marceau	Fall 2016
New Bank Branch - Portsmouth	Meredith Village Savings Bank	TBD	Spring 2017
Jacobson Ice Arena	New Hampton School	Mark L'Heureux	Fall 2016
Center Harbor Inn Renovations	Center Harbor Associates, LLC	Ray Breton	Fall 2016
Thornton Town Hall Upgrades	Town of Thornton	Dan Baggaley	Summer 2016
Holderness Free Library Additions & Renovations	Holderness Free Library	TBD	Winter 2016
New Bank Branch - Hooksett	Merrimack County Savings Bank	John McAuliffe	Spring 2017
Boat Maintenance Facility	Irwin Marine	TBD	Winter 2016
Camp Dining Hall Renovations	Girl Scouts of the Green & White Mountains	TBD	Spring 2017
Convenience Store Expansion	Granite State Hospitality, LLC	TBD	Fall 2016
Timber Frame Barn	Arnold Haynes/Steve Bradley	TBD	Winter 2016